

# EES toolbox for airlines

Information for your non-EU passengers and crew

Update 10 April 2026

# Introduction

Since 10 April 2026 non-EU travellers entering the Schengen Area (for short stays of up to 90 days within any 180-day period) will no longer receive a passport stamp. Instead, they will be registered digitally in the central European EES database. This applies to travellers from 29 countries. At Schiphol, registration will take place biographically (using passport data) at all border control points, and biometrically (using fingerprints and a facial scan) where possible. Upon departure from the Schengen Area, the registration will be checked and the date and place of exit will be recorded.

The EES is an additional step in an already busy border process at Schiphol. We therefore kindly ask for your cooperation in informing your non-EU passengers. The aim is to ensure a pleasant travel experience and a smooth border process for our passengers.

In this toolbox, we provide an overview of:

- Passenger touchpoints for communication to non-EU passengers
- Schiphol inflight video / animation
- Key messages to share with your non-EU passengers
- Overview of locations of EES kiosks
- Information on EES registration for non-EU crew
- Links to more information



# Communication EES: passenger touchpoints



Before flight:

- Websites EU, Dutch government
- Schiphol landingpage [schiphol.nl/ees](https://www.schiphol.nl/ees)
- Pre-departure mail airline



During flight:

- Schiphol inflightvideo (animation)



At Schiphol:

- Wayfinding
- Passenger Assistants
- Itinerary in Schiphol app
- ? KMar QR code for privacy information in departure filter
- ? Schiphol video at upstream clusters about EES at Schiphol



# Schiphol inflightvideo

[Register with the Entry/Exit System \(EES\)](#) (youtube link to inflightvideo)



Please contact [customersupport@schiphol.nl](mailto:customersupport@schiphol.nl) if you would like to receive a hires version of the inflight video

# Key messages to share with your non-EU passengers (1)

## New requirements to pass the external borders of Europe

### Are you a non-EU resident flying to Amsterdam Airport Schiphol for a short stay?

Please note: When you cross the European border at Schiphol, you will be registered in the Entry/Exit System (EES). This new digital system replaces passport stamping in all Schengen countries.

Upon arrival at Schiphol, please follow the signs for non-EU travellers. These will automatically lead you to an EES registration kiosk or to a border desk operated by the Royal Netherlands Marechaussee. In all cases, your passport will be registered in the central EES system. At Schiphol, however, a scan of your face and your fingerprints is not yet always recorded.

#### *Advice:*

#### **What to do when you arrive:**

- Follow the signs for non-EU travellers.
- If you are directed to an EES registration kiosk, please scan your passport, face, and fingerprints.
- After registration, follow the given route to passport control.
- If you are directed to a border desk, only your passport will be registered in the EES
- For more information, please visit [schiphol.nl/ees](https://www.schiphol.nl/ees)

# Key messages to share with your non-EU passengers (2)

## When is EES registration not required at Schiphol?

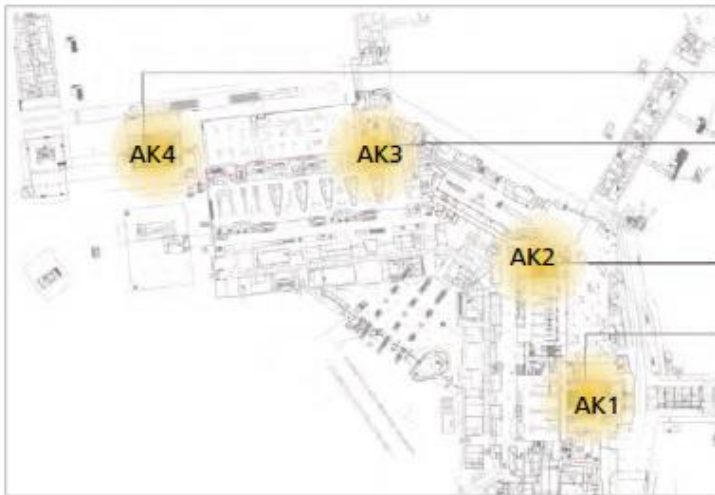
- [If the EES does not apply to you](#)
- If you are transferring from a non-Schengen to a non-Schengen destination.  
--> In that case you won't cross the European border
- If you are already registered in the EES  
--> If you are coming to Europe for the second time after the implementation of the EES. Your EES registration is valid for three years, unless your passport changes.  
--> If you are already registered in the EES your data will be verified on arrival and your date of entry will be added to your EES file.  
--> For information on how long you can stay please check the EU website: [Check how long you can stay - EES](#))

Thank your for sharing these messages with your non-EU passengers

# Locations of EES registration kiosks

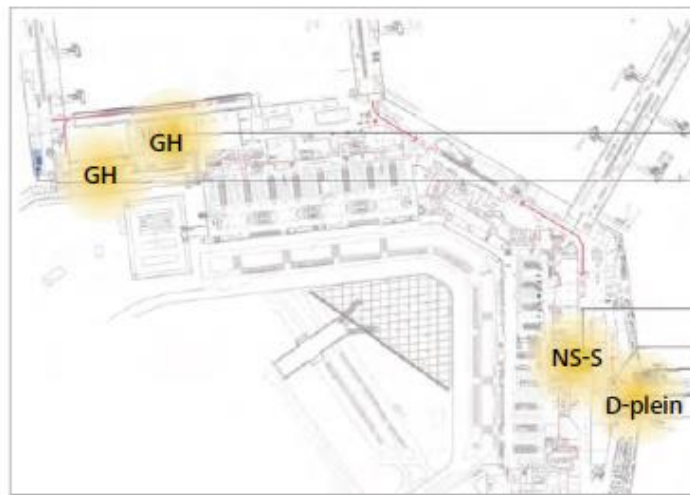
- Arrival filters 1, 2, 3, 4
- Non-Schengen/Schengen filter
- D1
- EF filter and GH filter
- PRM D-square and PRM lounge

Level 0



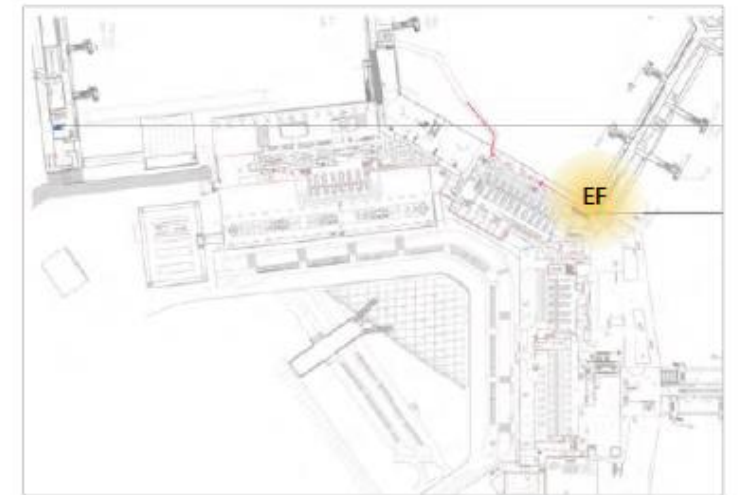
AK 1, AK2, AK 3 & AK 4

Level 1



D-plein, NS-S Älter, GH corridor & GH transfer

Level 2



EF corridor

# EES Registration for non-EU crew

## Non-EU crew

- **Non-EU crew members holding a crew registration document (a Crew ID, Crew Member Certificate (CMC) or General Declaration (Gen Dec))** are exempt from registration in the EES.
- **Non-EU crew members without a crew registration document** must be registered in the EES—just like passengers.

## Advice for non-EU crew

- Crew members should always follow their usual route via the dedicated crew lane or crew desk at the border filter.
- They do **not** need to use the EES self-service registration kiosks.
- In case EES registration is required, it will be carried out manually at the border desk.
- A valid passport is always required

## More information

- For questions regarding the crew border procedure, please contact: [grenzenveiligheid@jenv.nl](mailto:grenzenveiligheid@jenv.nl)

# More information

## EU websites

- [eu-LISA website for carriers](#)
- Official [EES website](#)
- EU [communication materials](#)

## Dutch government

- [Travelling to the Netherlands](#)
- [Entry/Exit System \(EES\) | Privacy | Royal Netherlands Marechaussee](#)
- For questions please mail to [grenzenveiligheid@minjenv.nl](mailto:grenzenveiligheid@minjenv.nl)

## Schiphol

- [Schiphol website for operational partners](#)
- For passengers: [www.schiphol.nl/ees](http://www.schiphol.nl/ees)

## Carrier obligations under the EES

- With the introduction of the EES, and to fulfil obligations under Article 26 of the Convention Implementing the Schengen Agreement, in addition to checking that a passenger has the required visa, carriers will need to:
  - Register with eu-LISA;
  - Use the carrier interface to verify whether non-EU nationals requiring visas have already used the number of entries authorised by their visa before boarding;
    - Note: The use of the carrier interface is **mandatory since 10 April 2026**;
  - Continue to verify the passport stamps until **6 October 2026**.